

Deborah.Easterling

239671

From: Deborah.Easterling
Sent: Wednesday, October 03, 2012 2:21 PM
To: 'gaymrc@aol.com'
Subject: RE: Tega Cay Utilities Rate Increase Docket # 2012-177-WS

Dear Ms. Gay,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

From: gaymrc@aol.com [<mailto:gaymrc@aol.com>]
Sent: Wednesday, October 03, 2012 12:58 PM
To: PSC_Contact
Subject: Tega Cay Utilities Rate Increase Docket # 2012-177-WS

To Whom it Concerns,

Attached is my letter of protest to the proposed Tega Cay Utilities Rate Increase.

Sincerely,
Marcia Gay
3035 Point Clear Dr.
Tega Cay, SC 29708

REC'D
MAIL/DMS

10/03/12

* Required Fields

Date: * 10/02/2012

Letter of Protest
in Docket 2012 - 177 - WS

Print

Email

Protestant Information:

Name * Marcia Gay

Mailing Address * 3035 Point Clear Dr

City, State Zip * Tega Cay, SC 29708 Phone * 803-493-2063

E-mail _____

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am an unhappy customer of Tega Cay Utilities which is asking for a rate hike.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I protest this rate increase because Tega Cay Utilities recently received an increase and we have seen no added value as a result. The water is still the same poor quality as always. We pay an average of \$95 per month for 3 people and do not use this water for any outside activities such as watering plants or washing cars. We also do not drink this water due to it's poor quality so in addition to paying the \$95 water bill we also buy an average of 50 gallons of bottled water at \$1 a gallon for drinking and making coffee. This calculates out to an average of \$145 per month for water and after adding a 44% average increase we will be paying an average of \$187 per month for water. This is outrageous!

I have lived in Tega Cay for 14 years and have seen no improvement in water quality or service. Seems there are constant leaks and repairs and in addition when I had a major water leak in my home and called the water company to ask how to turn off the water at the meter, I was told they would send someone right out. They showed up 3+ hours later. Resulting damage from this leak was a \$20,000 claim against my homeowners. Reason for 3+ hour response time "We don't work on Friday and the on-call person lived more than 40 miles away." This is typical response for this company. If they cannot afford to operate, shut them down and allow us to have Tega Cay City water as our newer residents do. Please do not allow this increase.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

Yes